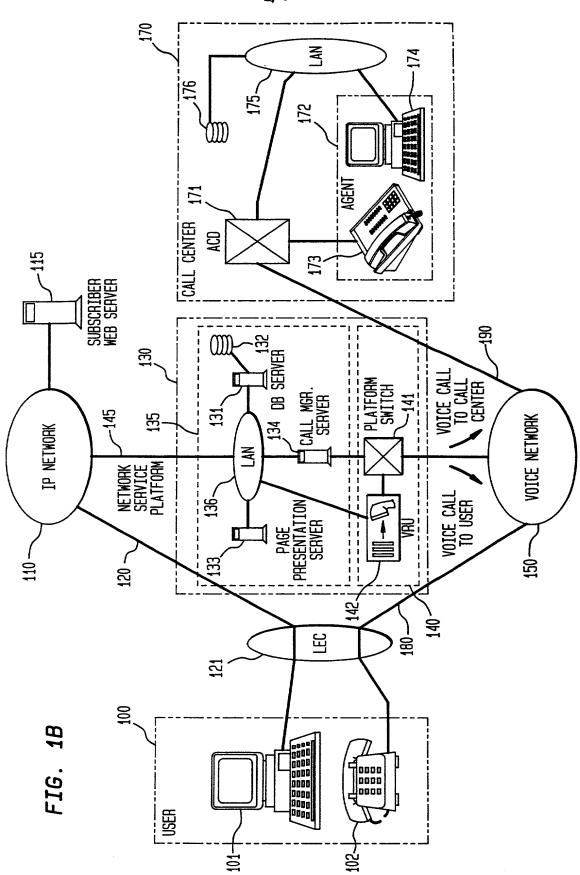


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The facility of the facility o

FIG. 2A

CC AGENT

VOICE NETWORK

NETWORK PLATFORM

SUBSCRIBER'S WEB SITE

USER

STEP

AGENT, " ICON (URL)	NT, " (SID, SC, USER ADDR)		MELCUME PAGE	INFO ————————————————————————————————————	CONNECT	PAGE	USER TEL#	[RINGING]	-H00K]	ANNOUNCE-	WLN	+# TEI **
	"SPEAK TO AGENT, " URL, USER	ADDR	<u> </u>	USER INFO					[0FF-H00K]	*		
201	202 H		203	204 US	305	3	506	207	508	200	3	240

FIG. 28

CC AGENT

CALL

VOICE NETWORK

NETWORK PLATFORM

USER

STEP

(RINGING) + TAG2 WHISPER USER INFO (BRIDGE CALL)	
WHISPER USER INFO (BRIDGE CALL)	WHISPER USER INFO CALL]